ReDAT

ReDAT VoiceProcessor

Module for automatic voice analysis and keyword processing

ReDAT VoiceProcessor is a basic module of advanced analysis, which can be extended with the ReDAT TopicDetection add-on module.

ReDAT VoiceProcessor is a software module destined exclusively as an extension of ReDAT eXperience Application Platform. The module automatically processes records according to the specific definitions and its main objective is to acquire the maximum details from records including emotional voice analysis, key words analysis, monologues.

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KEY FEATURES
— key words and phrases searching
— complex emotional analysis of the agent and customer interaction
— analysis of the call conversation (swiftness of responses, hesitation, etc.)
— graphical analysis outputs
— reports generation for various levels of management
— based on the Speech To Text (STT) technology
— searched results are displayed online
— automatic classification sorts all records into groups according to the key words, emotional parameters, etc.
— automatic utilization of information from records serving for the processes analysis
— advanced monitoring of selected parameters in a real time
— silence and monologue intervals detection
— simplifies the supervisors´ work - module outputs are available in ReDAT QualityChart module for the agents´ evaluation

OPTIMAL PARAMETERS OF RECORDS FOR SPEECH ANALYSIS
— Audio directions of the archived audio files are separated – STEREO
— 8 kHz, 8 bit or 16 bit sampling
— A-law or µ-law encoding
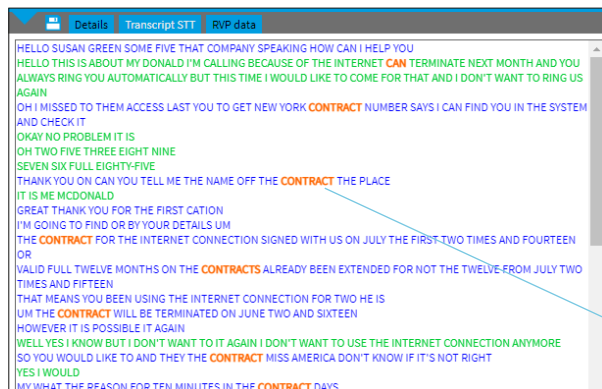— Losslessly processed audio data in .wav format

Supported languages: Czech | Slovak | English | German
Polish | French | Russian | Spanish | Italian | Romanian

ADVANCED PLAYER
The parameters of voice analysis are presented in graphical form during call playback. The voice activity and emotional state of the speakers can be seen here.

The player also allows other activities. E.g. looping, skipping silence, switching directions or inserting coaching notes (ReDAT Coaching).
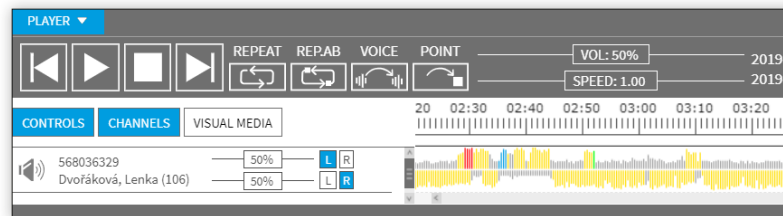
INTEGRATION INTO THE REDAT SYSTEM
ReDAT VoiceProcessor is an integral part of ReDAT eXperience, where it cooperates with the archive of all recorded records. ReDAT eXperience replicates and archives records from recording units and creates a centralized record repository.

The run of individual ReDAT VoiceProcessor modules is automatic and completely independent of the user after the initial configuration. The modules work on the already created archive of records and the results are added to new tables in the database. Other ReDAT VoiceProcessor modules work with these calculated parameters and the result of their operation are classifications according to which calls can be further sorted.

REALTIME KEYWORD AUTOCOMPLETE
One of the unique features of the module, based on Speech To Text technology, is the ability to search for keywords and phrases in real time. The autocomplete function immediately displays possible variants of the required word, and after confirmation, the entered word is immediately searched for in calls.

WORKING WITH CALL TRANSCRIPTION
The keyword and phrase search feature identifies in the call passage according to the relevant assignment. Using phrases, it is possible to detect whether the agents follow the call script and follow the prescribed procedures. All processes work on the basis of entered parameters completely automatically, thus saving costs and time.

Call transcription (searched keyword in red)

ReDAT Recording Systems, a business division of RETIA, a.s., which provides a sophisticated system for recording voice, screen and other relevant data. The system automatically analyzes the data to make it available to system users in a clear and structured way.

RETIA, a.s. is a Czech company based in Pardubice, founded in 1993. It develops, manufactures and modernizes radars, command and control systems, UWB localization and communication systems and ReDAT Recording Systems.

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